



**Tanya E. Schuhmeier**  
Director, Provider Relations  
California MMIS

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April 20, 2015

**Subject: Resubmission of Claims Erroneously Denied with RAD Code 008**

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue that affected claims for dates of service from April 21, 2014, through November 03, 2014. The issue caused some claims to erroneously deny with Remittance Advice Details (RAD) code **008: The provider of service is not eligible for the type of services billed.**

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will resubmit the erroneously denied claims. These resubmissions will appear on a *Remittance Advice Details* form beginning April 23, 2015, with Claim Control Number (CCN) prefix **509755**.

If you disagree with any of these resubmissions, you may submit a *Claims Inquiry Form* (CIF) within six months of the new RAD date or you may submit an *Appeal Form* within 90 days of the new RAD date. For CIF completion instructions, please refer to the *CIF Completion* and *CIF Special Billing Instructions* sections in the appropriate Part 2 manual or on the Medi-Cal website ([www.medi-cal.ca.gov](http://www.medi-cal.ca.gov)). For *Appeal Form* completion instructions, please refer to the *Appeal Form Completion* section in the appropriate Part 2 manual or on the Medi-Cal website.

If you have questions regarding these resubmissions, please call the Telephone Service Center at 1-800-541-5555, option 5, followed by option 6.

Sincerely,

*Tanya E. Schuhmeier*

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Reference Number: P22588